



Enterprise Computing Solutions - Education Services

TRAINING OFFERING

You can reach us at:

9201 Dry Creek Rd. Centennial, CO 80112, United States

Email: arrow_learning@arrow.com
Phone: 303 790 2330



IBM Control Desk 7.6 Foundations

CODE:	LENGTH:	PRICE:
TP351G	16 Hours (2 days)	\$1,400.00

Description

This course introduces you to the fundamental concepts of managing IT assets, service requests, and changes in your IT environment using IBM Control Desk. You learn how managing these processes with a unified solution provides significant advantages to your organization. Through instructor-led discussion, demonstrations, and hands-on labs, you learn how to plan a deployment, perform basic configuration, and navigate IBM Control Desk.

Objectives

After you complete this course, you can perform the following tasks:

- Describe the features of IBM Control Desk
- Explain the architecture
- List the primary installation scenarios
- Perform initial configuration
- Explain the processes managed by IBM Control Desk

Audience

This course is suitable for all roles, including installers, administrators, and service desk agents.

Prerequisites

Before taking this course, you should have the following skills:

- Basic browser navigation skills

Programme

- Overview
- Implementation
- Basic configuration
- Service Request Management
- IT Asset Management
- Change, Configuration, and Release Management

Further Information

Prior to enrolling, IBM Employees must follow their Division/Department processes to obtain approval to attend this public training class. Failure to follow Division/Department approval processes may result in the IBM Employee being personally responsible for the class charges.

GBS practitioners that use the EViTA system for requesting external training should use that same process for this course. Go to the EViTA site to start this process:

<http://w3.ibm.com/services/gbs/evita/BCSVTEnr1.nsf>

Once you enroll in a GTP class, you will receive a confirmation letter that should show:

- The current GTP list price
- The 20% discounted price available to IBMers. This is the price you will be invoiced for the class.

Session Dates

On request. Please [contact us](#)

Additional Information

[This training is also available as onsite training. Please contact us to find out more.](#)